

**SC CUSTOMER INFORMATION ADVISORY GROUP**  
**MEETING SUMMARY**  
**July 18, 2001**

**Agenda Items**

- Review of Previous Action Items (Rice)
- Support Center Items (Baker)
- Strategic Plan (Griffin)
- SCIP Training and Rollout (Centeno)
- Electronic Information Management (Hughes/Yonder)

**Action Items**

<b>Status of Previous Action Items</b>	<b>Status</b>
Present a three-year trend analysis of calls to the SCSC at the next CIAG meeting. (Baker)	To be rescheduled for 7/25 CIAG meeting.
Discuss coordination/dissemination of information and guidance for SC Webmasters at next CIAG meeting. (Borchelt)	To be rescheduled in August at Peggy Burris' suggestion. (Borchelt was not available this week.)
Poll Windows 2000 pilot participants who were unable to attend 7/10 review meeting to determine if they approve the SC-wide Windows 2000 rollout. (CIAG)	Completed. All pilot participants who were polled approved the SC-wide rollout, as did all CIAG members.
At the next CIAG meeting, provide names of users to test SCIP prior to SC-wide rollout. (Centeno)	Some names have been provided via e-mail. There was some discussion (see below), even though Kathi Centeno was unable to attend. The item will be rescheduled for further discussion at the 7/25 CIAG meeting.
Consult OAs on SCIP training and rollout. (Centeno)	Completed. Centeno met with the OAs on 7/17 to get their input.
Provide CIAG members with a list of Windows 2000 pilot participants who need to be contacted, inform CIAG members of poll results via e-mail, and request their approval to proceed with rollout. (Griffin)	Completed.
Provide a revised draft of the FY02-06 Strategic Plan to the CIAG subgroup for review and approval and provide final draft to the CIAG for approval at 7/18 meeting. (Centeno)	Completed. Griffin provided revised materials and received approval to seek IM Board approval of the Plan.
Provide an update on the cost estimate for outsourcing a 10,000 page scanning request once scanning specifications are provided by the individual who made the request. (Kruse)	Kruse expects a final estimate by the end of the week. He will provide status to the CIAG on 7/25.
Provide an update on the agreement between SC-30 and SC-65 on the use of ESNET to provide streaming video-teleconferencing. (Griffin)	The initial SC-30 reaction to the draft agreement was positive and Griffin is meeting with Seweryniak next week to discuss next steps.

New Action Items from July 18, 2001 CIAG Meeting	Assigned To
Discuss options for SCIP User Testing at 7/25 CIAG meeting.	Centeno
Provide completed FY02-06 Strategic Plan package to CIAG members, including adding Program Direction for FY06.	Griffin
Check into the Electronic Information Management system's capability to automatically assign the author's name to a new document, rather than allowing a default to "Office of Science."	Hughes

## **Additional Discussion**

### **Support Center Items**

Noting the continued growth of Outlook e-mail accounts, Brent Baker proposed limiting the size of e-mail attachments within SC to 15 megabyte. He noted that DOE imposes a 10 meg limit on attachments coming through the firewall and that DP and EM also have restrictions. Several CIAG members felt that this would be an inconvenience and asked SC-65 not to impose the limit. Gene Hughes and Jason Kruse noted that some ongoing efforts will provide alternatives (e.g., SCIP, improved FTP software).

### **SC Intranet Portal (SCIP) User Testing**

Although the bulk of this discussion was postponed until the 7/25 CIAG meeting (since Kathi Centeno was unable to attend), there was discussion of the fact that testing will be done in the AIM environment (i.e., not with live data). Dean Oyler, Greg Dilworth, and Peggy Burris expressed concern about whether user testing in the AIM environment would identify all problems. The discussion will continue at the next week CIAG meeting.

### **FY02-06 Strategic Plan**

Ted Griffin summarized the changes made to revise Worksheet Exchange, noting that the capabilities have been divided into three packages: Budget Execution, Budget Formulation, and Program Direction. He indicated that all narrative additions had been completed and that, once some typographical errors had been fixed and Program Direction had been added for FY06, he would provide complete packages to each CIAG member. He requested and received CIAG approval to present the Strategic Plan to the IM Board. Shahida Afzal's approval was contingent on Dean Oyler's satisfaction after a further conversation he requested with Griffin.

### **Electronic Information Management**

Mike Yonder described the Electronic Information Management (EIM) project, noting that EIM is new way to easily store, organize, find, and share electronic information, things that cannot be done with the N:, P:, and Q: drives. He summarized file management, search, security, and versioning capabilities. Yonder explained that the ESMT is serving as the EIM pilot group and is helping to define information "buckets" (e.g., administrative, financial, organizational, briefings, etc.) in which the documents will be stored. These buckets will be customized to meet the needs of individual SC organizations.

## **Proposed 7/25/01 Meeting Agenda**

- Review of Previous Action Items (Rice)
- Support Center Items (Baker)
- SCIP User Testing (Centeno)

### **Meeting Attendees**

<b>Name</b>		<b>Organization</b>	<b>Contact Information</b>
<b>Dilworth-Chair</b>	<b>Greg</b>	<b>SC-14</b>	<b>3-2873</b>
<b>Burris-Co-Chair</b>	<b>Peggy</b>	<b>SC-1 &amp; 5</b>	<b>6-7265</b>
<b>Rice-Exec. Sec</b>	<b>Pat</b>	<b>SC-65</b>	<b>3-4556</b>
Afzal	Shahida	SC-50 (ESMT)	3-4941
Baker	Brent	SC-65	3-2345
Beall	Jeanne	SC-65	3-4587
Buswell	Steve	SC-7	6-9741
Derflinger	Shirley	SC-70	3-0044
Forsythe	Todd	SC-65	3-6409
Griffin	Ted	SC-65	3-4602
Hiegel	Jane	SC-31	3-5800
Hughes	Gene	SC-65	3-5409
Kruse	Jason	SC-65	3-6592
Miller	Caryle	SC-82	3-8434
Oyler	Dean	SC-22	3-6394
Yonder	Mike	SC-65	3-1212